



March 18, 2023

Chair and Members of the Infrastructure & Environment Committee:

The Cliffcrest Scarborough Village SW Residents Association (CSVSWRA) supports the request for a review of snow-clearing services, particularly of sidewalks and windrows. Sidewalk clearing particularly along arterial roads in Cliffcrest and Scarborough Village is inconsistent, incomplete and leads to incredibly dangerous situations for pedestrians.

For example:

- The windrows created by road plows are not cleared at intersections in a timely manner. This creates mountains of snow that pedestrians are expected to navigate just to cross a road. People with strollers, mobility aids, seniors end up walking on the active roadways;
- Many intersections in Scarborough have a cross-walk button that needs to be pressed to get a walk sign. The windrows make it very difficult and sometimes impossible to reach the button and pedestrians cross without a signal;
- Meanwhile, the roads are serviced fairly quickly after a snowfall, which means cars can travel at the speed limit, and often at higher speeds, while the options for pedestrians are to struggle through snow and ice or walk on the road;
- This is particularly dangerous along Kingston Road, which is six lanes of traffic and can increase to eight lanes at intersections, with a 60 km speed limit that is not adhered to or enforced;
- Transportation services needs to place equal priority on sidewalks and roads. Response times for snow clearance/removal issues on roads vs sidewalks need to be reviewed. (See Appendix One)

In addition, this was the first year that side streets in our area were not cleared within the prescribed period of time, some up to 4 days after the snow storm event. Residents indicted that snow plow services speeded through the side streets without plowing or laid down salt before the plows came through to scoop up the snow and salt. This provided an inaccurate service report on the Snowplow Map.

Thank-you for bringing this issue to the attention of the Infrastructure and Environment Committee. CSVSWRA urges the members of the Committee to support a review.

Yours sincerely,

Janet May
On behalf of CSVSWRA

Appendix One

One of our members submitted the following request through the 311 portal on March 10, 2023. According to the Cliffcrest News Facebook page, many residents had also submitted requests to 311 about this situation. A three-week resolution time frame is unacceptable. As of March 18, this service request was still unresolved.

Your request for service has been generated and the City of Toronto will handle your request with the details and reference number provided below.

- *Your Reference Number: **02536528***
- *Service Request Type: **Illegal Snow Dumping & Failure to Clear Snow or Ice on Public Sidewalk***
- *Expected Service Delivery Date/Time: **2023-03-31, 1:11 p.m.***
- *Estimated Resolution Timeframe: **The Service Request will be investigated within 3 weeks.***
- *Service Address: **McCowan Rd & Cree Ave***

